

Unit 2 - Communication and Interpersonal Skills

Terminology

1. **Abbreviation** - a shortened form of a word or phrase.
2. **ADL** - activities of daily living
3. **Aphasia** - inability to express oneself properly through speech, or loss of verbal comprehension.
4. **Cognitive** - mental process by which an individual gains knowledge.
5. **Communication** - the exchange of information; a message sent is received and interpreted by the intended person.
6. **Documentation** - a written record; substantiating statements.
7. **Feeling** - state of emotion, not able to be measured; subjective data
8. **Kardex** - a type of file containing resident care plans.
9. **Legible** - written in a manner that can be easily read.
10. **Objective Data** - information observed about a resident that can be seen, heard, felt, or smelled by another person; signs.
11. **Paraphrase** - repeat a message using different words.
12. **Patient record** - a written account of the resident's illness and response to the treatment and care given by members of the health care team; commonly referred to as the chart.
13. **Prefix** - a word element that is placed at the beginning of a word to change the meaning of the word.
14. **Rapport** - a close relationship with another.
15. **Recording** - the same as documenting, writing or charting resident care and observations on the medical record.
16. **Reporting** - a verbal account of resident care and observations.
17. **Root word** - a root is a word or word element from which other words are formed; foundation of the word that conveys the central meaning and forms the base to which prefixes and suffixes are attached for word modification.

18. **Sensory** - relating to sensation involving one or more of the five senses (seeing, hearing, touching, smelling, tasting).
19. **Subjective data** - information reported by the resident that the health care worker cannot observe by using the senses (seeing, hearing, touching, smelling, tasting); symptoms.
20. **Suffix** - a word element placed at the end of a root word to change the meaning of the word.